Help, send and receive is not working!

This is a checklist of some problems that may stop you from being able to send and receive.

If Paratext is unable to send/receive

1. Check both send/receive to Internet and send/receive to USB or network folder. If one works, focus in on the problems for the other. **Paratext 8:** If you can send/receive to USB but not to the internet, check the registration status of your project.
   Note: If you are trying to Send/Receive to USB, the USB drive must be plugged in before opening Send/Receive. If you are unable to select the USB drive option, try closing the Send/Receive dialog, making sure the USB drive has been inserted and recognized, and then re-opening Send/Receive.
2. Internet: Connection problems can be transitory. when Paratext says it has lost connection, try again later. If you've tried several times, then consider other issues. If possible, try using a different Internet connection to see if that works better.
3. Internet: Can your web browser get to the server address? Try the link for your Paratext version:
   Paratext 7 https://paratext.ubs-archives.org/api71/listrepos2
   Paratext 8 https://archives.paratext.org/send_receive_server/api80/listrepos
   There is no public web page at the server, but if the site asks for a username and password, or your browser reports there is a problem with the security certificate, your browser is probably connecting to the server OK. But if your browser says the page does not exist or is not responding, then you may have a problem with your Internet connection to that particular address. Look in the Paratext helpfile under **firewall** or **connection problem** for more information.
4. Check proxy setting in Windows Control Panel > Internet Options > Connections > LAN Settings. If you have been told by your network administrator or your Internet provider to specify a proxy setting, it should be there. But if your network or provider does not require a proxy setting, but one is set that you do not recognize, it may be some malware is redirecting your browsing so it can send you ads. These malware programs can prevent Paratext from connecting to the server even though the browser appears to be working OK.
5. USB: Some viruses that infect USB drives that can block send/receive to a USB. Check your USB and your computer for viruses.
6. Internet security software could interfere with Paratext's ability to send/receive to the Internet. One program that has caused problems is the Covenant Eyes tool that provides accountability for your web browsing choices. ***Update: July 2017:*** Earlier we had said Covenant Eyes could not be used if you used send/receive in Paratext. We have heard that there is a new version of Covenant Eyes that will permit Paratext to send/receive. If you have Covenant Eyes installed and have problems with Paratext send/receive, ask Covenant Eyes support for assistance if you want to keep using it.
7. USB: In Windows Explorer, check that the USB stick has free space. Sending and receiving a project usually takes less than one megabyte, but some projects may be larger, and sharing multiple projects will require more space.
8. USB: If it fails to one USB stick, try a different stick.
9. Internet or USB: run the Verify Repository tool to check for a corrupt repository. This is in **Tools > Advanced > Diagnostics.** The verify repository check may fix some issues automatically -- if it indicates no problem, you can try running send/receive again to see if the problem was fixed.
   1. if the repository is corrupt on local computer, delete your project and receive as new. This page outlines how to proceed if you have made changes you have not been able to share.
   2. if the repository is corrupt on USB, delete the “Shared Paratext Projects” folder on the USB.
   3. if corrupt on server — contact Paratext support, via **Report a problem** on the Paratext help menu.

Project does not appear in the send/receive list

If you do not see the project you want to share in the list of projects in the send/receive dialog:

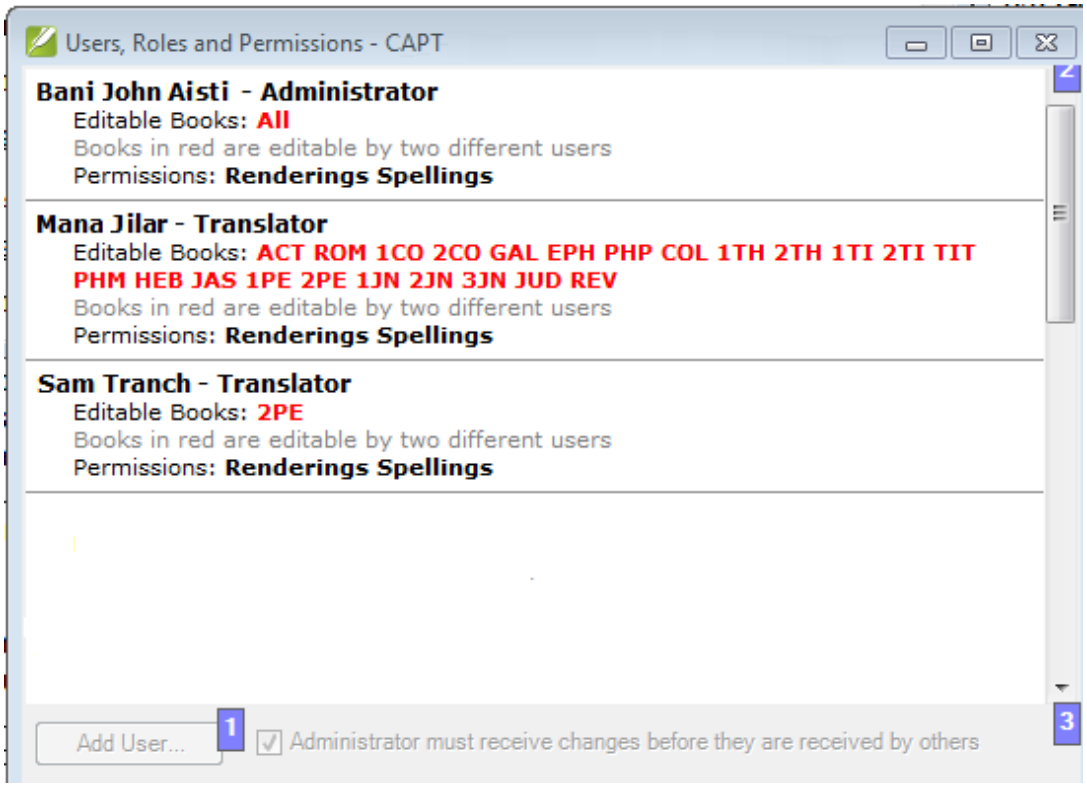
1. If you are the creator or initiator of the project, you need to configure it for sharing. Read how here

(section on **Configuring Project sharing**). If you are not the originator of the project, but you received a copy by doing a restore from file or it was copied to your computer outside of Paratext, you may need to delete your copy of the project once an administrator has set it up as a shared project.

2. If the project has been shared by others, but you don't see it on your list of projects to send or recieve
    1. Look through the whole list. Projects that are "new" to your computer will be at the end of the list, not in alphabetical order with your existing shared projects.
    2. Check with the administrator of the project that your name has been added
    3. Double check that the administrator spelled your Paratext user name correctly — you can verify how your user name is spelled by going to Tools > Registration Information.
3. **Paratext 8:** Besides the above steps, a Paratext 8 project must be registered before you can send/receive it to the Internet. Go to project properties and settings (Project > Properties and settings), check if the project is registered. If not, register it. A back translation or other dependent project (daughter or auxiliary project type) will inherit the registration status of the base project. When configuring a back translation, you need to select the main translation as the base. Don't select a resource project as the base, even if is your model text for the interlinearizer. Since a resource is never sent and received, a back translation labeling a resource as the base is not authorized for sending and receiving to the Internet.
   Paratext will say the back translation project is registered if you list a resource as the base project. If you need to share a back translation of a resource, you need to check the box in Project Properties and Settings to create a separate registration, and then register it.

Paratext does send/receive but I don't see any changes

1. Look in **Project > Users, Roles and Permissions,** if the checkbox **"Administrator must receive changes before they are received by others"** is checked, and the administrator has not done a send/receive lately, the changes made by one translator will not be visible to the others until the administrator does do a send/receive, and the other translators do another send/receive.



2. Check with the project administrator. If he or she is seeing messages like "Cannot share with *User* because they have a local project by this name, you may need to delete your copy of the project and receive it again from the administrator. See What does the cannot share with amanda message mean for more details.

3.Be sure everyone has received changes as well as sent changes. The first person to send/receive will put their changes on the stick or on the server. The second person will receive the first person's changes, and put their changes on the stick or server. The first person needs to do a send/receive again to get the second person's changes. If there are more than two people who have made changes, everyone except the last person to send/receive needs to send/receive again to make sure they get everyone else's changes.

4. Double check your list of selected projects for send/receive. Remember, the "send/receive" button on the toolbar repeats the last send/receive operation you did. When you want to receive a project newly shared with you, or a project you have not looked at for a while, you need to change your list of projects to send/receive. Go to File > Send/receive projects and check the projects you want to receive.